GREATER BENGALURU AUTHORITY

Short term RFP for Selection of Agency to Provide 92 IT Manpower to Greater Bengaluru Authority

Tender Notification No: GBA/2026-27/SE0028/CALL-2

Dated:19/06/2026

Office of Deputy Commissioner,

IT Section, Annexure 2 Building, GBA Head Office,

NR Square, Bengaluru-560002

Contact Mobile Number - +91 9986035230

E-Mail Id: dycomm-it@bbmp.gov.in

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GREATER BENGALURU AUTHORITY

Office of Deputy Commissioner, IT Section, Annexure 2 Building, GBA Head Office, NR Square, Bengaluru-560002

No: GBA/2026-27/SE0028/CALL-2 **Dated:19.06.2026**

1. TENDER SCHEDULE FOR

Providing 92 IT Manpower to Department of Information Technology of Greater Bengaluru Authority Under e-Procurement System.

Milestone	Date/ Reference
Tender Inviting Authority	Deputy Commissioner– IT, GBA
Tender Accepting Authority	Special Commissioner – IT, GBA
Tender Reference	**GBA/2026-27/SE0028/CALL-2**
Date from which Bid document is ready for download through KPP Portal of Government of Karnataka	19.06.2026
Last date for submitting clarification if any	22 / 06 / 2026 @ 1.00 PM
Pre bid Meeting	23 / 06 / 2026 @ 4.00 PM
Last date and time for uploading of tender in KPP Portal	30 / 06 / 2026 @ 5.00 PM
Time and date of opening of tenders: Pre-Qualification & Technical Bid and Technical Evaluation	01 / 07 / 2026 @ 05.10 PM
Time and date of opening of tenders: Commercial Bid (Tentative)	04 / 07 / 2026 @ 11.00 AM
Prebid meeting venue	Office of Special Commissioner, Revenue and IT Section , Annexure 1 Building, GBA Head Office, NR Square, Bengaluru-560002
Address for communication	Office of Deputy Commissioner, IT Section , Annexure 2 Building, GBA Head Office, NR Square, Bengaluru-560002 Contact Mobile Number - +91 9986035230 E-Mail Id: dycomm-it@bbmp.gov.in
Place of Opening of Tenders	Online at KPP portal
Earnest Money Deposit	Rs.15,00,000/- (Rupees Fifteen Lakhs Only)

Note: Completed tender shall be uploaded through e-Procurement system only in the manner described under this tender Documents on or before the last date & time stipulated.

Deputy Commissioner-IT
Greater Bengaluru Authority

2. ABBREVATIONS IN THE TENDER

1. GBA – Greater Bengaluru Authority
2. DC-IT - Deputy Commissioner Information Technology
3. SC-IT – Special Commissioner Information Technology
4. DEO – Data Entry Operator
5. EMD – Earnest Money Deposit
6. RFP – Request for Proposal
7. H1 – Highest cost bidder as per Bid/Financial Evaluation Factor
8. INR – Indian Rupees
9. GPS – Global Positioning System
10. PBG – Performance Bank Guarantee
11. SI – Service Integrator
12. MSA – Master Service Agreement
13. CeG – Centre for e-Governance

3. INVITATION FOR PROPOSAL

RFP Notice

1. This RFP Document is being published by Department of Information and Technology, GBA known in this document as “The Department”, for hiring 92 IT Manpower (Annexure -1) and other resources to GBA.
2. This is a special bid in order to attract and retain the best suitable IT Manpower and other resources as per requirements of Department of Information and Technology, GBA. The traditional model of pre-fixed monthly payment to resources to the bid winner ties the hands of the department in picking suitable resources. This tender fix the percentage service charges and the GBA will itself prescribe the monthly payment for each resource as per his qualifications, experience and knowledge which will be a pass through to the GBA. This will enable GBA to pick specific resources at its own specified price to meet its IT manpower resource requirements while the bid winner will get his due earnings as percentage service charges on each monthly bill of actually deployed resources.
3. All interested bidders shall pay EMD and Tender Processing fee and submit their Technical and Commercial responses electronically using the unified e-Procurement platform of the CeG. The URL of the e-Procurement portal is: https://kppp.karnataka.gov.in/
4. Bidder service providers are advised to study this RFP document carefully before submitting their proposals in response to the RFP Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
5. This RFP document is not transferable. Before submission of bids, bidders must ensure that scanned copy of all the necessary documents have been attached with the bid. The department will not be responsible for delay in proposal submission due to any reason. Bidder agencies are requested to attend a pre-proposal conference as per details provided below.

Important Information Related to the tender

SL No	Item	Description
1	Cost of Tender Document	NIL
2	Earnest Money Deposit (EMD)	Rs.15,00,000/- (Rupees Fifteen Lakhs Only)
3	Bid Validity Period	6 Months from the last date (deadline) for submission of proposals. May be extend based on the requirement
4	Deadline/ last date for furnishing performance security	Within 15 (Fifteen) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier.
5	Performance security validity period	3 months after expiration of the Contract Period
6	Deadline / last date for signing contract	Within 15 working days of notice of award
7	Tenure of the Contract	5 years and it may be further extendable for up to 2 (two) years, one year at a time, based on the performance.

4. INTRODUCTION

The Greater Bengaluru Authority (GBA) has been constituted with the objective of ensuring integrated metropolitan governance, coordinated planning, and efficient service delivery across Bengaluru and its constituent City Corporations. In line with this mandate, the Information Technology (IT) Department of GBA plays a pivotal role in enabling digital governance, technology-driven administration, and citizen-centric service delivery.

The IT Department of GBA is responsible for planning, designing, developing, implementing, and maintaining enterprise-level IT systems, digital platforms, and technology infrastructure to support the functioning of GBA and its associated City Corporations. The department acts as the central technology backbone for multiple departments and agencies, ensuring standardization, interoperability, security, and scalability of IT systems across the metropolitan region.

Key responsibilities of the GBA IT Department include, but are not limited to:

- Development and maintenance of web-based applications, mobile applications, dashboards, and management information systems (MIS)
- Implementation of e-Governance initiatives and digital service delivery platforms for citizens, businesses, and internal stakeholders
- Management of data centers, cloud infrastructure, networks, and secure connectivity including integration with State and National IT systems
- Ensuring data security, cyber security, role-based access control, and compliance with applicable IT policies and standards
- Integration of GIS, analytics, reporting, and decision-support systems for urban planning and governance
- Capacity building, technical support, and coordination with vendor agencies, system integrators, and government stakeholders

Given the scale and complexity of operations, the IT Department supports multiple concurrent projects and services across domains such as municipal administration, finance, revenue, town planning, asset management, health, solid waste management, and citizen service delivery. The department emphasizes the adoption of modern, scalable, and secure technologies aligned with Government of India and Government of Karnataka digital governance frameworks.

5. SCOPE OF WORK:

1 GBA requires the services of a manpower agency for providing the services of 92 I.T skilled manpower (Annexure-1). The resources will work in GBA for implementation of various software / programs / schemes of GBA & its five city corporations.

2 The Manpower Agency shall be obligated to submit a minimum of Five (5) CVs for Group A and B designation and 3 CV's for the Group C designation per position, ensuring that all proposed candidates strictly meet the prescribed Job Description and Minimum Qualification criteria, based on which GBA IT through a suitable Expert Team shall conduct interviews and finalize the selection of resources. In case of rejection of the proposed candidates by the Department, the Bid Winner is fully obligated to provide such additional number of resources and developers until the developers and resources are finally accepted by the Department. Mere offering of the candidates does not meet the requirement of the Scope of Work and it is the final acceptance of the resources and their deployment which is the obligation cast upon the bid winner.

3 GBA expects all technical resources to use AI tooling as a standard part of their workflow, and that performance evaluation will weigh judgment and output quality, not volume of manual work.

4 The bid winner shall place the resource within 45 days of the date of placement of specific indent for the resource of specified qualification, skill and experience.

5 The Manpower Agency shall be entitled to fixed Service Charges at the rate of fifteen percent (15%) of the monthly payment actually made towards the deployed resources on their Cost to Company (CTC). The said Service Charges shall be exclusive of all applicable taxes and statutory dues payable to the Government.

6 GBA has the authority to reduce or increase the no of resources to the extent of maximum 25% based on the actual requirement of resources. Further GBA may ask for resources with specific qualifications, work experience as part of the deliverable within the overall required number of the resources that the bid winner is required to provide and may also suggest the resources who meet the department requirement to be provided in this regard.

7 The per month amount payable for each software engineer or IT resource will be as per his/her qualifications, skill set, and experience and decided by GBA IT cell in consultation with the bid winner. However, indicative list of manpower and the requisite qualification is in Annexure – 1. However, the same shall be treated as indicative and as stated above, GBA IT can modify both the positions and the qualification prescribed for each position, even after award of the tender. GBA IT itself may Identify the software engineers or resources and decide their monthly remuneration and the bid winner shall select and offer the said Resource . GBA IT will decide the job that each Resource will do as per its requirement and qualification, skill, and experience of the Resource. All Resources shall report to Program manager/Technical Head on daily basis for performing day to day tasks.

8 HRMS Tool Requirement : The selected Bidder shall provide an HRMS tool with a perpetual license. The tool must include the following capabilities:

a) Capturing and maintaining records of attendance, leave, and working hours for all deployed resources.
b) Generating attendance statistics to monitor adherence to contractual obligations.

c) Automatically verifying and calculating SLA violations based on recorded data.
d) Offering customization options to align with the specific requirements of GBA.
e) Generating ad-hoc reports as and when required by GBA.
f) Seamless integration with the biometric system.
g) Centralized employee information management including personal, professional, and compliance records.

6. SELECTION & PLACEMENT

6.1 Selection Process for Placement of I.T Resources:

1. Resources are divided into 3 groups. Groups have been formed based on the following criteria, but responsibilities may be shared flexibly.

Group	Level	Description
A	High	Resources are critical for projects, as they form the foundation for successful implementation and rollout.
B	Moderate	Resources are mainly technical, and operations leads who can drive the team to meet the end objective
C	Normal	Resources provide essential support in designing, constructing, and implementing the project

2. The Selected Bidder shall provide the required CVs as per the below table.

Resource Parameter	Group A	Group B	Group C
Resource Count	60	16	16
Submission of CVs (Initial)	First batch of CVs within 5 calendar days from contract signing. Minimum 5 CVs per position per batch.	First batch of CVs within 5 calendar days from contract signing. Minimum 3 CVs per position per batch.	First batch of CVs within 10 calendar days from contract signing. Minimum 5 CVs per position per batch.
Replacement CVs	Minimum 5 CVs within 10 working days of notification.	Minimum 3 CVs within 15 working days of notification.	Minimum 5 CVs within 7 working days of notification.
On boarding Timeline	Within 30 calendar days from date of Department Order.	Within 30 calendar days from date of selection.	Within 30 calendar days from date of selection.

6.2 General Terms for selection process and placement

1. GBA will evaluate the proposed resource through an interview and will accept the candidate only if found suitable. A technical expert / panel by the GBA will evaluate and recommend every candidate in this context on which then the Department will take a final call.
2. In-person interviews shall be conducted at the GBA IT office.
3. GBA will communicate the final selected profiles to the Agency.
4. Each resource requested by the GBA IT must be deployed within 45 days from the date of the indent issued by GBA IT, which will detail the required qualifications, skills, and experience.

5. At the time of deployment, the resource must be on the payroll of the agency.
6. GBA reserves the right to relieve any resource (beyond the minimum committed manpower) during the contract period with 30 days' advance notice and without incurring any penalty.
7. It is a responsibility of the Successful Bidder that each Manpower who has been placed in the GBA has to mandatorily get into NDA Agreement as per annexure 7 and to furnish "Undertaking on Non-Approachability by the deployed Manpower for Employment with GBA as per annexure 11.
8. All technical resources should complete a minimum of 40 hours of AI tooling and literacy training per year. AI/ML Consultants should, additionally, obtain or renew one relevant platform certification annually. Training completed certifications should be submitted with the annual performance review as evidence. It is for bidders and the resources deployed by the bidder to decide who pays for training. However, the condition remains that they need to be AI (Artificial Intelligence) literate and upgrade themselves each year and that GBA shall not pay for it.

6.3 Working Hours

1. The deployed resources shall work as per the working hours/days of the Government of Karnataka (GoK) or as per the directions of GBA.
2. The Manpower Agency shall not be entitled to ½ day's manpower rate in case of: Delay of less than one hour on three (3) occasions in any month; or Delay exceeding one (1) hour and less than three (3) hours on any occasion. Provided that the GBA with approval of the Special Commissioner IT has a right to waive the same as per facts and circumstances of deployment and working of the resources or specific resources.
3. For any unauthorized absence exceeding three (3) hours, a full day's manpower payment for that resource shall be deducted, unless such an absence is approved by the Deputy Commissioner-IT, GBA
4. Resources may be required to work in shifts depending on work requirements, and such shifts shall follow the prevalent working norms.
5. The decision of GBA regarding shift/working arrangements shall be final and binding.
6. GBA will inform the designated work location of the resources, and the Agency shall ensure that the resource works from the specified location.

6.4 Dedicated Assignment for Resources

The resources shall work exclusively on the assignment of GBA and shall not take up any other assignment irrespective of the fact that such assignment may be performed during holidays.

6.5 Replacement of Resources

1. The Special Commissioner-IT / Deputy Commissioner-IT of GBA shall periodically evaluate the performance of resources deployed by the Manpower Agency.
2. In case of poor performance, the concern shall be communicated to the resource, who will be given an opportunity to improve within a period of fifteen (15) days.

3. If no improvement is observed, the Manpower Agency shall replace the resource within thirty (30) days of a replacement request by GBA.
4. If the Agency fails to replace the resource within thirty (30) days of written communication, GBA may take action as per the conditions specified in the RFP.
5. The Agency shall ensure that existing resources continue their work until suitable replacements are deployed.
6. Replacement shall only be considered valid if GBA finds the new resource acceptable as per the prescribed evaluation criteria and selection procedures.
7. Complete Knowledge transfer document should be submitted and approved by the Program Manager & DCIO before leaving the project.

6.6 Issues Related To Resources Turnover

The Manpower agency shall ensure that there is no frequent turnover of resources placed with the GBA. Any resource deployed by the manpower agency shall give at least a 60-day notice for resignation and shall leave only after at least 15-day handover time to the new resource, the notice period for resignation and handover period are both independent of each other. For Example: In case, the original resource gives notice for resignation on 1st February 2025 and then the replacement resource is placed by agency on 1st April 2025, then irrespective of the fact that the notice period of the original resource has been completed, a handover of 15 days has to be arranged.

6.6 Manpower/Resources Working Hours

Working hours, The resources should be available for this project in the office of GBA, Department of Information Technology on every working day of the State Government during the working hours (10.00 am to 6.00 pm). In special cases, the resources schedule may be modified with the consent of the Special Commissioner IT, GBA. The resource's time should still average to a minimum of 8 hours per working day.

Overtime is considered only if the situation calls upon to work beyond this as decided by the Special Commissioner (IT), GBA based on need basis working beyond the working hours on days to complete the job or task assigned to the resources shall not be considered as overtime.

Overtime can be claimed only on the prior written permission of the Special Commissioner (IT), GBA and only be granted on special circumstance as decided by the Special Commissioner (IT), GBA.

7. LEAVES

7.1 Casual Leave

The resources shall get 1 day a month as a casual leave. No casual leave shall be accumulated beyond one year. No resource will be allowed to take more than 3 casual leaves together.

7.2 Sick Leave

The resources shall get 1 day a month as a sick leave. No sick leave shall be accumulated beyond one year. Any sick leave beyond 3 days' absence shall be authenticated by a medical certificate of a registered practitioner.

7.3 Annual / Privilege Leave

The resources shall accumulate annual privilege leave @ 1 day per month up to a total of 12 days' annual privilege leave in a year (excluding Sundays and other state government Holidays). The leave plan of each of the resources shall be communicated at least 30 days prior to the resource going on leave. For privilege leave exceeding a total of 6 days, the vendor shall place substitute resource at least 5 working days prior to the resource going on leave who will remain in place during the leave period and a further period of 3 days after the original resource has returned.

Note: Casual, Sick & Annual / privilege leaves put together will not exceed 24 per annum.

7.4 Unauthorized absence

Any unauthorized absence of a deployed resource for a period exceeding 7 consecutive days shall be deemed as a resignation from the services of the manpower agency. In such cases, the provisions related to resource turnover and replacement shall automatically come into effect. The Department GBA reserves the right to initiate appropriate action, including invoking penalties or seeking replacement as per the terms of the contract, without any further notice to the agency.

7.5 General Information about leave

In case the Resources plan to go on leave due to any exigencies, he shall do this with prior permission of Deputy Commissioner IT, GBA and shall ensure that he is informed ordinarily at least 1 week in advance. However, the total leaves, apart from the Government Holidays, which the Resources are entitled to will not exceed 24 days in a year. The Special Commissioner-IT, GBA, may give or approve any leave otherwise not provided for.

8. TRAVEL EXPENSES:

All employees of the Manpower Agency will get their travel program pre-approved in writing by the GBA.

8.1 Eligible Modes of outstation Travel

Expenses on account of travel by Bus or Train will be reimbursed on production of tickets duly certified by the concerned authorities. Permissible modes of travel will be any travel by bus up to Volvo AC Bus and AC III tier travel by train. Any other mode of travel shall be by specific prior approval of Special Commissioner, GBA.

8.2 Rates for outstation lodging

1. In Case lodging in outstation venues is not organized by GBA, the employees of the manpower agency will be reimbursed at the following rates
    a. Municipal Corporations limits - Rs. 1000/- per day
    b. District Headquarters Rs. 750/- per day
    c. Any other town Rs. 500/- per day
2. The employees of the manpower agency will submit lodging bills for claiming the above on a monthly basis. Bills submitted beyond 6 months will not be admitted. No additional payment other than those mentioned above for purposes of local travel, boarding, lodging etc will be made to the resources. The above per day rates are subject to revision as GBA may approve from time to time.

9. PAYMENT AND SERVICE LEVEL AGREEMENT

Payments

9.1 Payment to Resources Placed with GBA

a) The Manpower agency shall make prompt salary payment to the resources placed with GBA by 5th of the month without fail. The agency shall submit the details of payment made to the resources along with the bills submitted to GBA. Failing to make prompt salary payment to the resources will attract penalties as per RFP Conditions and treated as failure to deliver the Scope of Work and liable to lead to termination of the Contract Agreement.

b) In case of exigencies wherein there is delay in making payments to the agency by the Department, the agency should be in the position to pay the resources promptly within 5th of every month for a period of 3 months in spite of delay from the Department.

9.2 Monthly Invoice Submission:

The Vendor shall raise an invoice on a monthly basis, which must include the attendance details provided by the GBA and Payment details of the deployed resources, and the same shall be submitted to the Special Commissioner-IT, GBA

9.3 Basis of Payment:

Payment will be based on:

a) Actual number of resources deployed.
b) Actual number of working days.
c) Deduction for unauthorized absences or penalties for non-performance.
d) Authorized leaves will be considered.
e) Delay in Attendance Records: If GBA does not provide attendance/leave records within 5th working days of the next month, the Vendor can assume full attendance for the actual deployed resources and raise the invoice accordingly.
f) The Resources may be considered for annual increase increment/ pay escalation based on the approval of the competent authority subject to approval by the committee.

9.4 Fixed Payments to Resources:

GBA will decide the salaries for the deployed resources, these amounts are pass-through payments via the Vendor (Agency).

9.5 Service Charges:

The Manpower Agency shall be entitled to fixed Service Charges at the rate of fifteen percent (15%) of the monthly payment made towards the actually deployed resources on their Cost to Company (CTC). The said Service Charges shall be exclusive of all applicable taxes and statutory dues payable to the Government

9.6 Timeline for Payment:

GBA will release 80% of the payments by 1st of the succeeding month to the Vendor and remaining 20% of the payment will be released after calculation of SLA penalties every month. Provided that within 15th of the succeeding month for which the payments are being made, any SLA penalty not calculated shall be deemed to be nil and the full

payment for the month shall be released. Payments will be released upon submission of invoice for each month by the bid winner.

9.7 Service Tax Payments or Payments to any Statutory Bodies

The manpower agency will submit proof of payments of applicable taxes to GBA. In case the manpower agency is making deductions relating to provident fund or TDS from the resources, the manpower agency will give proof of such payments.

9.8 Service Level agreement

The monthly payment to the Agency shall be as per the actual resources deployed and Agency shall get the prescribed service charges based on the same. In case of failure to give a resource, the Agency will not get any payment for the said resource nor get the corresponding service charges. In case of failure of the Agency to provide minimum 75% of the total resources asked in this RFP the Department reserves the right to terminate the contract as default in delivery in the Scope of Work. In case of delays beyond 15-days in providing the resources or replacing the resources upon being asked by the Department, a penalty of 15% of the value of the resource shall be recoverable from the Agency's monthly payment. Provided that this penalty may be waived if deemed fit by Special Commissioner-IT, GBA for proper reasons and justification.

9.9 Penalty for Absence:

No payment will be made for days when a resource is absent (beyond sanctioned leave) and for unauthorized absence (without approval from Deputy Commissioner IT): Additional penalty of Rs 1000 per day shall be levied on the amount payable for such a resource for a month. Provided that total penalty in this regard shall not exceed 30% of the monthly pay of the resource. Provided further that any resource that attracts cap of 30% of the penalty may be terminated at the discretion of the GBA.

9.10 Remuneration Penalty:

If the agency delays salary payment to deployed resources: Rs 100 per day per resource from the service charges payable to the Agency unless this penalty is waived by the Special Commissioner-IT, GBA. Provided that total penalty in this regard shall not exceed 10% of the monthly payable amount to the Agency. Provided further that Agency attracts the cap of 10% of the penalty then the Agency may be terminated at the discretion of the GBA for breach of Scope of Work and treating it as a default.

9.11 General Penalty:

Non-adherence to GoK office timings: Rs 500 per day per resource, Failure to submit weekly/monthly reports or plans (when reported by Project Manager/Lead): Rs 500 per instance unless this variation is approved or the penalty is waived by the Special Commissioner-IT, GBA.

9.12 Capping:

The overall limit on penalty due to all or any reasons shall be 10% of total Invoice for the particular month. Provided that in case of continued breach for more than three months and attraction of the Penalties exceeding 10% by the Manpower, the GBA reserves the right to terminate the contract treating the same as default of contract and failure to deliver the Scope of Work.

9.13 HRMS:

The Vendor may be required to implement a biometric-based / Face recognition HRMS system to facilitate the calculation of the penalty clauses defined herein. In normal course the GBA IT Wing will calculate the attendance and other performance parameters itself and the same shall be binding on the Vendor.

9.14 General Service Level Agreement

1. In the event that the manpower agency fails to deploy at least 75% of the total number of resources indented by the Department of GBA for a continuous period exceeding 60 days, the GBA reserves the right to terminate the contract without any further obligation.
2. If salary payments remain pending for more than three consecutive months, the GBA shall have the sole discretion to terminate the contract without notice, and such termination shall be final and binding.

10. PERIOD OF CONTRACT / TERMINATION RULE AND RESOLUTION OF DISPUTES

10.1 Period of the Contract

1. The duration of the contract shall be five (5) years from the effective start date. (Effective date starts from 30 days from the date of intimation of award to the successful bidder).
2. The Department reserves the right to extend the contract for an additional period of up to two (2) year, based on operational requirements.
3. The extension may be applied to all or select resources, as decided by the Department.
4. The extension shall be subject to the same terms and conditions as the original agreement.
5. Any decision regarding contract extension, revision, or early termination shall be at the sole discretion of the Department, based on performance and project requirements.
6. If the contract is extended, the vendor must ensure uninterrupted continuity of services without any adverse impact on departmental operations.

10.2 Termination Rule:

GBA may at its discretion terminate the contract and also confiscate the PBG in the following situations –

1. If the Bidder / selected Bidder in the judgment of GBA has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
2. If the resource is found to do illegal activities, he / she will be punished as per the law & vendor may also be made responsible for any such misconduct or act of resource.
3. There is failure to deliver the Scope of Work including failure to give the resources or delays in making payments to the resources as prescribed in this RFP.

10.3 Settlement of Disputes:

1. Amicable Settlement: The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or the interpretation thereof.
2. Dispute Settlement: If any dispute arises between GBA or any other authorized representative directed by GBA, and the Supplying Agency in connection with, or arising out of, the agreement or RFP or the execution of the Project; the matter in dispute which cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement shall, in the first place, be referred to the Additional Chief Secretary/Principal Secretary Urban Development Department. Either party may refer a dispute to the Additional Chief Secretary/Principal Secretary Urban Development department, who shall give a decision in writing within 30 days of reference of dispute. The decision of the Additional Chief Secretary/Principal Secretary Urban development department shall be final.
3. The Court at Bengaluru, Karnataka shall have exclusive jurisdiction over all matters arising under this contract.

11. GENERAL TENDER CONDITIONS:

11.1 Information to Bidders

1. Please note that: The costs of preparing the proposal and of negotiating the contract, including a visit to the GBA, are not reimbursable as a direct cost of the assignment
2. Greater Bengaluru Authority expects the bidders to provide professional, objective, and impartial advice and at all times hold the GBA's interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests. Consultants shall not be hired by the vendor for any assignment that would be in conflict with their prior or current obligations to other clients, or that may place them in a position of not being able to carry out the assignment in the best interest of the GBA.
3. Will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent activities in competing for the contract in question.
    a) "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and
    b) "Fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of GBA, and includes collusive practices among Bidders (prior to or after submission of proposals) designed to establish prices at artificial, non-competitive levels and to deprive GBA of the benefits of free and open competition.

11.2 Clarifications on RFP

1. All enquiries or requests for clarification from bidders relating to this RFP shall be submitted in writing through only by e-mail within 7 days of the RFP published, exclusively to the Department of GBA. Bidders must clearly indicate the relevant section and clause number of the RFP while seeking clarification.
2. GBA shall not be responsible for confirming receipt of any queries submitted by bidders. Further, GBA does not make any representation or warranty regarding the completeness or accuracy of its responses and is not bound to respond to all queries received. No request for clarification shall be entertained after the last date for submission of queries, as specified in this RFP.

11.3 Pre-Bid Meeting

1. The GBA will host a Pre-Bid Meeting, tentatively scheduled to occur on the date as mentioned in this RFP.
2. The purpose of the conference is to provide bidders with information regarding the RFP and the requirements of the Project, and to provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the Project.

11.4 Amendment of RFP Documents

At any time before the submission of Proposals, the GBA may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP documents by amendment. Any amendment shall be issued through publication of addendum in the e-Procurement portal. The GBA may at its discretion extend the deadline for the submission of Proposals.

11.5 Liability of the GBA in preparation & bid submission

The GBA is not liable for any cost incurred by a Bidder in the preparation and production of any Proposal, All materials submitted become the property of the GBA and may be returned at its sole discretion.

11.6 Language of Proposals

The Proposal and all correspondence and documents shall be written in English or Kannada. All Proposals and accompanying documentation will become the property of the GBA and will not be returned.

11.7 Bid Currency

Prices shall be quoted entirely in Indian Rupees.

11.8 Correction of errors

Bidders are advised to exercise greatest care in entering the pricing figures. No excuse that mistakes have been made or requests for prices to be corrected will be entertained after the quotations are opened.

11.9 Disqualification of Bid

The bid is liable to be disqualified in the following cases:

1. The Bid not submitted in accordance with this document.
2. Bid is received in incomplete form.
3. Bid is received after due date and time.
4. If there is any inconsistency between the amount quoted in words and the amount quoted in figures, the bid is liable to be disqualified. Bidders are therefore advised to ensure that all financial information is stated clearly and consistently in both words and figures to avoid disqualification.

11.10 Format and Signing of Bid

1. The Bidder must organize the bid in accordance with the format specified in the RFP only.
2. All proposals must be signed with the bidder's name and by a representative of the bidder, who is authorized to commit the bidder to contractual obligations. All obligations committed by such signatories must be fulfilled.

12. EVALUTION METHODOLOGY

12.1 Tender Scrutiny Committee

The GBA through a scrutiny committee constituted at the option of GBA shall evaluate the tenders. The Tender Scrutiny Committee may choose to have a discussion with any or all the Bidders. The decision of scrutiny committee in the evaluation of the bids shall be final. No correspondence will be entertained outside the process of discussion with the Committee.

12.2 Overall Evaluation

1. The Bid evaluation process shall be a two-stage process, first is Pre-qualification and Technical qualification and second is Commercial stage evaluation respectively.
2. The GBA may ask Bidder(s) for additional information, visit to Bidder's -offices and/or arrange discussions with their professional, technical - team to verify claims made in Pre-qualification and Technical bid documentation.
3. The Bidder shall furnish the information required in the prescribed formats as given as per RFP. The Bidder will be evaluated against the eligibility criteria as stipulated as per RFP and other criteria as mentioned in this RFP.

12.3 Pre-Qualification Criteria

1. Bidders are required to submit the necessary documents for evaluation, as per Annexure 2.
2. The Bidder must meet ALL of the above stated eligibility requirements for it to qualify in the Pre-qualification cum Technical bid evaluation. Bids of Bidders, who fail to qualify in the Pre-qualification cum Technical evaluation, will not be commercially evaluated. The statements affirming the above stated eligibility criteria must necessarily be supported by relevant documents. The bidders failing to meet above minimum qualification requirements shall be rejected at technical evaluation stage and their financial bids shall not be opened.

12.4 Technical Qualification Criteria

As per Annexure 3 Bidders are required to submit the necessary documents for evaluation as per Annexure 3.

12.5 Commercial Bid Evaluation

As per the Annexure 4, The bidder who offers the highest Performance Bank Guarantee as percentage of Rs 13.8 Crores (annual value of the tender) converted into Indian Rupees, will be declared the successful bidder and no PBG below ten percent, that is Rs 1.38 Crores, shall be accepted. Provided that in case of two or more bidder who are otherwise technically qualified, bidding the same PBG then the highest bidder shall be decided by random draw of lots from among the bidders who bid the same highest PBG and the name coming up in the draw of lots will be declared the bid winner.

This transparent criteria has been adopted as the aim is to select from among the technically qualified bidders who commit the highest financial guarantee to deliver the Scope of Work.

13. AWARD OF CONTRACT

13.1 Award Criteria

The Department of IT, GBA will award the Contract to the successful Bidder whose Bid has been determined to be the **Highest PBG.**

13.2 Notification of Award

Prior to the expiration of the period of Bid validity, GBA will notify the successful Bidder in writing or email, to be confirmed in writing by letter, that its Bid has been accepted. Upon the successful Bidder's furnishing of Performance Security, GBA will promptly notify each unsuccessful Bidder.

13.3 Signing of Contract

When the GBA notifies the successful Bidder that its Bid has been accepted, GBA shall enter into a MSA attached as per Annexure 6. within one month from date of issue of notification of award, incorporating all agreements (to be discussed and agreed upon) between GBA, and Successful bidder.

13.4 Performance Bank Guarantee (Sequence)

1. The successful bidder shall at his own expense deposit with GBA an unconditional and irrevocable Performance Bank Guarantee (PBG) from a scheduled bank acceptable to GBA, As per Annexure 5 payable on demand, for the due performance and fulfilment of the contract by the bidder.
2. The Performance Bank Guarantee will be as per the COMMERCIAL BID given by the Bidder and valid until three Months after completion of contract term. All incidental charges whatsoever such as premium, commission, etc. with respect to the performance bank guarantee shall be borne by the bidder. The performance bank guarantee shall be valid till the end of three months after the period of Five year (Contract Life) from the date of signing of contract. The performance bank guarantee may be discharged/ returned by GBA, upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.
3. In the event of the bidder being unable to service the contract for whatever reason, GBA, may evoke the PBG as per terms and conditions of this RFP. Notwithstanding and without prejudice to any rights whatsoever of GBA, under the contract in the matter, the proceeds of the PBG shall be payable to GBA as compensation for any loss resulting from the bidder’s failure to perform/comply its obligations under the contract. GBA, shall notify the bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the bidder is in default.
4. GBA, shall also be entitled to make recoveries from the bidder’s bills, performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

14. Annexures

Annexure-1 : List of Resources

Summary table.

SL No	Designation	No of Positions	Min Experience	Educational Qualification
1	Senior Program Manager / Technical Head	1	12+ years	B.Tech / B.E / M.Tech in CS / IT
2	Project Manager	2	8+ years	B.Tech / B.E / M.Tech in CS / IT or MCA; PMP or Prince2 preferred
3	Solution Architect	1	8+ years	B.Tech / B.E / M.Tech in CS / IT
4	Technical Manager / Technical Architect	2	8+ years	B.Tech / B.E / M.Tech in CS / IT or MCA or M.Sc CS / IT
5	Technical Project Lead	4	8+ years	B.Tech / B.E / M.Tech in CS / IT or MCA or M.Sc CS / IT
6	Senior Full Stack Developer	8	6+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or M.Sc CS / IT
7	Full Stack Developer	12	2+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
8	Mobile App Developer	5	3+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
9	UI / UX Developer	6	3+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
10	DB Architect	2	5+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
11	Database Administrator	2	5+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
12	SQL / BI Developer	4	5+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
13	AI / ML Consultant	2	5+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics / Electrical or BCA / MCA or B.Sc / M.Sc CS / IT
14	Senior Test Engineer	4	5+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
15	Test Engineer	8	2+ years	B.Tech / B.E / M.Tech in CS / IT /

SL No	Designation	No of Positions	Min Experience	Educational Qualification
				Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
16	GIS Engineer / Developer	4	3+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT / GIS
17	Business Analyst	2	5+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
18	DevOps Engineer	2	4+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
19	Server Admin	3	5+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
20	System Admin	2	3+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
21	Network Specialist	1	6+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
22	Senior Network Engineer	1	5+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
23	Network Engineer	2	3+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
24	Cyber Security Specialist	1	6+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
25	Cyber Security Analyst	1	4+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
26	Application Support Engineer	10	2+ years	B.Tech / B.E / M.Tech in CS / IT / Electronics or BCA / MCA or B.Sc / M.Sc CS / IT
	TOTAL	**92**		

SL No	Designation	No of Positions	Qualification, Experience & Technical Skills Required
1	**Senior Program Manager / Technical Head**	1	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology] **Experience** Minimum **12+ years** of experience with **significant exposure to Government or Large-Scale Public Sector projects.** Experience working in local bodies is desirable. **Key Skills & Competencies** • Extensive experience in managing **large, multi-vendor government programs** • Strong knowledge of **program governance, planning, and execution** • Proven experience in managing **multiple projects under a single program** • Expertise in **scope, schedule, cost, quality, risk, and stakeholder management** • Experience with **Agile / Waterfall / Hybrid project methodologies** • Strong experience in **milestone-based delivery and Go-Live management** • Hands-on experience with **Government procurement processes**, RFPs, and Work Orders • Familiarity with **GFR, CVC guidelines, and government audit requirements** • Experience handling **statutory compliance, audits, and reporting** • Ability to work with **multiple government departments and agencies** • Strong understanding of **IT systems, application development, infrastructure, and security** • Ability to oversee programs involving **software development, data centres, networks, cloud, GIS, and digital platforms** • Experience in **production rollout, stabilization, and operations** • Strong leadership skills with experience managing **large cross-functional teams** • Excellent **stakeholder management and**

			communication skills • Ability to coordinate with **senior government officials, vendors, SI partners, and internal teams** • Experience in **vendor performance monitoring and SLA management, tenders.** **Key Responsibilities** • Provide overall **program leadership** for large government IT initiatives • Plan, execute, and monitor **end-to-end program delivery** • Ensure adherence to **scope, timelines, budget, and quality standards** • Establish and enforce **program governance, reporting, and review mechanisms** • Coordinate with government stakeholders for approvals and decision-making • Manage **vendors, system integrators, and third-party service providers** • Oversee **application development, infrastructure deployment, and Go-Live activities** • Monitor program risks, issues, and dependencies and drive mitigation plans • Ensure compliance with **government policies, contractual terms, and audit requirements** • Review and approve **technical, functional, and financial deliverables** • Support **UAT, Go-Live, stabilization, and post-Go-Live operations** • Prepare and present **program status reports** to senior management and government authorities • Drive continuous improvement and lessons learned across the program
2	**Project Managers**	2	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology] or [Master of Computer Applications] PMP or Prince2 Certified preferred **Experience** Minimum **8+ years** of relevant **Project Management** experience, including **IT / Digital / e-Governance projects** **Key Skills & Competencies** • Strong experience in **end-to-end project**

			management • Proven ability to manage **scope, schedule, cost, quality, and risks** • Experience in **milestone-based delivery and Go-Live management** • Strong knowledge of **SDLC** and project execution methodologies • Experience with **Agile / Waterfall / Hybrid** models • Ability to manage **multiple workstreams** simultaneously • Experience coordinating with **clients, vendors, and internal teams** • Strong skills in **stakeholder communication and expectation management** • Experience in **vendor coordination and SLA monitoring** • Good understanding of **software development, infrastructure, and IT systems** • Ability to review **technical and functional deliverables** • Experience in **production deployment and stabilization** • Experience in **project documentation, reporting, and reviews** • Familiarity with **government / PSU project processes** (desirable) • Experience supporting **audits and compliance requirements** **Key Responsibilities** • Plan, execute, and manage **IT projects from initiation to closure** • Define project scope, timelines, milestones, and deliverables • Monitor and control **project progress, risks, and issues** • Coordinate with development, QA, infrastructure, and security teams • Manage **vendor deliverables and third-party dependencies** • Ensure adherence to **project timelines, quality standards, and budget** • Facilitate **UAT, Go-Live, and post-Go-Live support** • Prepare and present **project status reports** to stakeholders • Manage **change requests** and scope variations • Ensure compliance with **contractual terms and organizational policies**

			• Maintain **project documentation and SOPs** • Escalate issues and risks to senior management as required
3	**Solution Architect**	1	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology] **Experience** Minimum **8+ years** of relevant experience in **Solution Architecture / System Design**, including **large-scale IT applications** **Key Skills & Competencies** • Strong experience in **solution architecture and system design** • Ability to design **scalable, secure, and high-availability solutions** • Experience with **multi-tier application architectures** • Strong understanding of **microservices, API-based, and integration architectures** • Experience in defining **functional and non-functional requirements** • Expertise in **application performance, scalability, and security design** • Strong understanding of **web, mobile, backend, and database technologies** • Experience with **Java / .NET / Node.js–based architectures** • Strong knowledge of **REST APIs and integration patterns** • Experience with **RDBMS and NoSQL databases** • Familiarity with **cloud / hybrid infrastructure architectures** • Understanding of **DevOps, CI/CD, and container-based deployments** • Experience in defining **architecture standards, guidelines, and best practices** • Familiarity with **security frameworks and OWASP Top 10** • Experience in **architecture reviews and design validations** • Ability to ensure compliance with **enterprise and government IT standards** • Strong ability to work with **business stakeholders, project managers, and technical teams**

			• Experience in guiding **development and infrastructure teams** • Strong documentation, presentation, and communication skills **Key Responsibilities** • Design and define **end-to-end solution architecture** for applications and platforms • Translate business requirements into **technical architecture and design** • Define **application, integration, data, and deployment architectures** • Review and approve **technical designs and implementation approaches** • Ensure **security, performance, scalability, and availability** of solutions • Support **technology selection and architectural decision-making** • Work closely with Project Managers and Program Managers • Guide development teams during **implementation and integration** • Support **UAT, Go-Live, and production stabilization** • Review architecture compliance during development and deployment • Prepare **architecture documents, diagrams, and solution blueprints** • Provide technical support for **complex production issues**
4	**Technical Manager/ Technical Architect**	2	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology] or [Master of Computer Applications] **or [M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **8+ years** of relevant experience in **Technical Management / Solution & System Architecture**, including **large-scale IT projects** **Key Skills & Competencies** • Strong experience in **technical leadership and architecture design** • Ability to define and govern **scalable, secure, and high-availability architectures** • Experience with **multi-tier, microservices, and API-driven architectures**

			• Strong understanding of **application, data, and integration architectures** • Ability to review and approve **technical designs and implementation approaches** • Experience in defining **non-functional requirements** (performance, security, scalability) • Strong hands-on or oversight experience with **Java / .NET / Node.js technologies** • Experience with **web, mobile, and enterprise application platforms** • Strong knowledge of **REST APIs, integration patterns, and middleware** • Experience with **RDBMS and NoSQL databases** • Familiarity with **cloud / hybrid infrastructure and virtualization** • Understanding of **DevOps, CI/CD, and container platforms** • Strong knowledge of **secure coding practices and OWASP Top 10** • Experience in defining **technical standards, guidelines, and best practices** • Ability to ensure compliance with **enterprise and government IT standards** • Experience supporting **security reviews, audits, and compliance activities** • Experience leading and mentoring **development and technical teams** • Strong coordination skills with **project managers, vendors, and stakeholders** • Ability to translate business requirements into **technical solutions** • Strong documentation, review, and presentation skills **Key Responsibilities** • Provide **technical leadership** across projects and teams • Define and maintain **overall technical architecture and standards** • Review and approve **solution designs, code, and deployment architectures** • Guide development teams during **design, development, and integration** • Ensure **performance, security, scalability, and availability** of systems • Support **project planning, estimation, and technical risk management** • Coordinate with Project Managers for **delivery and**

			Go-Live activities • Oversee **production deployments and stabilization** • Support **technology evaluation and selection** • Resolve complex **technical and architectural issues** • Prepare **architecture documents, technical guidelines, and SOPs** • Mentor technical resources and conduct technical reviews
5	**Technical Project Leads**	4	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology] or [Master of Computer Applications] **or [M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **8+ years** of relevant experience in **Software Development and Technical Project Leadership**, including **end-to-end delivery of IT projects** **Key Skills & Competencies** • Strong experience in **technical leadership and solution delivery** • Ability to lead **development teams** across frontend, backend, database, and infrastructure • Strong understanding of **application architecture and system design** • Experience in **code review, design review, and technical decision-making** • Ability to define and enforce **coding standards and best practices** • Strong knowledge of **non-functional requirements** (performance, security, scalability) • Hands-on or oversight experience with **Java / .NET / Node.js technologies** • Strong understanding of **web and mobile application development** • Experience with **REST APIs and integration architectures** • Good knowledge of **RDBMS and NoSQL databases** • Familiarity with **cloud / on-prem / hybrid environments** • Understanding of **DevOps practices, CI/CD pipelines, and deployments**

			• Experience in **technical planning, estimation, and scheduling** • Ability to manage **technical risks, dependencies, and issue resolution** • Experience coordinating with **QA, DevOps, infrastructure, and security teams** • Familiarity with **Agile / Waterfall / Hybrid delivery models** • Experience in **production deployment and Go-Live activities** **Key Responsibilities** • Lead and manage **technical execution** of assigned projects • Translate business and functional requirements into **technical solutions** • Define **technical architecture and detailed design** • Assign tasks, review deliverables, and mentor development team members • Ensure adherence to **project timelines, quality standards, and scope** • Conduct **code reviews, design reviews, and technical walkthroughs** • Coordinate with Project Managers on **planning, tracking, and reporting** • Support **UAT, Go-Live, and post-Go-Live stabilization** • Troubleshoot and resolve **complex technical and production issues** • Ensure **application security, performance, and scalability** • Maintain **technical documentation, architecture diagrams, and SOPs** • Coordinate with vendors and third-party technical teams as required
6	**Senior Full Stack Developers**	8	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience**

			Minimum **6+ years** of relevant **Full Stack Application Development** experience **Technical Skills** • Strong experience in **JavaScript (ES6+)** • Hands-on experience with **React JS** (Hooks, functional components) • Experience with **state management** using **Redux / Context API** • Strong knowledge of **HTML5, CSS3**, responsive design • Experience with **UI frameworks** (Bootstrap / Material UI / Ant Design) • Strong understanding of **cross-browser compatibility** and performance optimization • Strong experience in **Node.js (Express)** and/or **Java (Spring Boot)** and/or **.NET Core** • Expertise in building **RESTful APIs / Microservices** • Strong knowledge of **authentication & authorization** (JWT, OAuth2, RBAC) • Experience in implementing **business logic, validations, and workflows** • Understanding of **secure coding practices** and **OWASP Top 10** • Strong experience with **RDBMS** (MySQL / PostgreSQL / SQL Server / Oracle) • Expertise in **SQL query optimization, indexing, and performance tuning** • Experience with **NoSQL databases** (MongoDB – preferred) **Key Responsibilities** • Design, develop, and maintain **end-to-end web applications** • Architect scalable and secure **frontend and backend solutions** • Develop **reusable UI components** and high-performance backend services

			• Integrate frontend with backend systems via **RESTful APIs** • Perform **code reviews** and enforce best coding practices • Ensure application **performance, scalability, and security** • Guide and mentor **junior developers** • Collaborate with UI/UX, DevOps, QA, and database teams • Support **CI/CD pipelines**, deployments, and release management • Handle **production issues**, root cause analysis, and optimizations • Prepare **technical documentation**, architecture diagrams, and SOPs
7	**Full Stack Developers**	12	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **2+ years** of relevant **Full Stack Application Development** experience **Technical Skills** • Working experience in **JavaScript (ES6+)** • Hands-on experience with **React JS** or **Angular** • Basic knowledge of **HTML5, CSS3**, responsive design • Experience in **API integration** and frontend validations • Understanding of **cross-browser compatibility** • Experience in **Node.js (Express)** and/or **Java (Spring Boot)** and/or **.NET Core** • Working knowledge of **RESTful API development** • Ability to implement **basic business logic and**

			validations • Awareness of **secure coding practices** and OWASP basics • Experience with **RDBMS** (MySQL / PostgreSQL / SQL Server) • Ability to write **basic to intermediate SQL queries** • Understanding of **indexes and performance basics** **Key Responsibilities** • Develop and maintain **frontend and backend components** of web applications • Build and integrate **RESTful APIs** • Implement UI components as per design specifications • Perform **API integration** between frontend and backend • Assist in database design and SQL query writing • Participate in **code reviews, testing, and debugging** • Fix defects and support **production issues** under guidance • Follow coding standards, documentation, and security guidelines • Collaborate with senior developers, QA, and DevOps teams • Prepare basic **technical documentation**
8	**Mobile App Developers**	5	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **3+ years** of relevant **Mobile Application Development** experience **Technical Skills**

			• Experience in **mobile application development** for **Android and/or iOS** • Strong programming skills in **Java / Kotlin (Android)** and/or **Swift (iOS)** • Hands-on experience with **Android SDK / iOS SDK** and development tools • Experience in **cross-platform frameworks** (React Native / Flutter – desirable) • Strong knowledge of **mobile UI/UX guidelines** (Material Design / Apple HIG) • Experience integrating **RESTful APIs** • Proficiency in handling **JSON, HTTP, and API error handling** • Experience with **local data storage** (SQLite, Room, Core Data, Secure Storage) • Knowledge of **authentication & authorization** (JWT, OAuth2) • Familiarity with **OWASP Mobile Top 10** security practices • Experience using **Git** for version control **Key Responsibilities** • Design, develop, test, and maintain **mobile applications** • Build **responsive, reusable, and high-performance UI components** • Ensure compatibility across **multiple devices and OS versions** • Integrate mobile apps with **backend services via REST APIs** • Implement **secure data handling and authentication** • Optimize application performance, memory usage, and battery efficiency • Handle app lifecycle, background services, and push notifications • Integrate **third-party SDKs** and native device features • Participate in **code reviews, testing, debugging, and production support**

			• Assist in **Play Store / App Store deployment** and updates • Prepare **technical documentation**, release notes, and deployment guides
9	**UI / UX Developers**	6	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **3+ years** of relevant **UI / UX Design and Frontend Development** experience **Technical Skills** • Strong experience in **UI / UX design principles** and user-centered design • Hands-on experience with **Figma** for wireframing, prototyping, and high-fidelity designs • Experience creating **user flows, journey maps, wireframes, and interactive prototypes** • Strong understanding of **accessibility standards (WCAG)** and usability guidelines • Experience with **design systems**, style guides, and component libraries • Hands-on experience with **React JS**, Hooks, and functional components • Strong experience in **JavaScript (ES6+)** • Proficiency in **HTML5, CSS3**, responsive and adaptive design • Experience with **UI frameworks** (Material UI / Bootstrap / Ant Design) • Experience integrating **RESTful APIs** • Familiarity with **cross-browser and cross-device compatibility** **Key Responsibilities**

			• Design intuitive and user-friendly **UI / UX interfaces** using **Figma** • Create wireframes, prototypes, and design specifications for web applications • Convert Figma designs into **pixel-perfect React JS components** • Build **reusable, responsive, and high-performance UI components** • Ensure adherence to **design systems and brand guidelines** • Collaborate with product owners, backend developers, and QA teams • Conduct **usability testing** and incorporate user feedback • Ensure **accessibility compliance** and UI consistency • Optimize UI performance and user experience • Participate in **code reviews, testing, and production support** • Prepare UI/UX documentation and handoff assets
10	**DB Architects**	2	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **5+ years** of relevant **Database Architecture and Design** experience **Technical Skills** • Strong expertise in **database architecture and design** for enterprise applications • Hands-on experience with **RDBMS**: **MySQL / PostgreSQL / SQL Server / Oracle** • Strong knowledge of **data modelling** (conceptual, logical, and physical models)

			• Experience in designing **high-availability (HA)** and **scalable database architectures** • Strong understanding of **normalization, denormalization, and schema optimization** • Expertise in **indexing strategies and query optimization** • Experience with **performance tuning** for large-scale databases • Knowledge of **data security**, encryption, and access control mechanisms • Experience with **backup, restore, and disaster recovery (DR)** design • Familiarity with **transaction management, locking, and concurrency** • Exposure to **NoSQL databases** (MongoDB, Redis – desirable) • Experience working in **Linux / Windows Server environments** **Key Responsibilities** • Design and define **database architecture** for new and existing applications • Create and maintain **data models**, schemas, and database standards • Define **high availability, scalability, and disaster recovery** strategies • Review and optimize database designs for performance and security • Guide development teams on **database best practices** • Work closely with DBAs, developers, and infrastructure teams • Evaluate and recommend **database technologies and tools** • Plan and oversee **data migration and modernization** activities • Ensure compliance with **security, performance, and governance standards** • Review and approve **database changes and deployment strategies**

			• Prepare architecture documents, diagrams, and SOPs • Support critical production issues and performance troubleshooting
11	**Database Administrator**	2	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **5+ years** of relevant **Database Administration** experience **Technical Skills** • Strong hands-on experience in **MySQL, SQL Server, PostgreSQL and Oracle** administration • Expertise in **database installation, configuration, and upgrades** • Experience in **backup, restore, and recovery strategies** • Strong knowledge of **high availability (HA)** and **disaster recovery (DR)** mechanisms • Experience with **replication, clustering, and failover** configurations • Proficiency in **performance monitoring and tuning** • Expertise in **index management and query optimization support** • Strong understanding of **transaction management, locking, and concurrency** • Experience in **database security** (roles, privileges, encryption, auditing) • Experience managing **large, production-grade databases** • Familiarity with **Linux and Windows Server environments** • Knowledge of **database monitoring and alerting**

			tools **Key Responsibilities** • Install, configure, and maintain **MySQL / SQL Server / PostgreSQL/ Oracle** databases • Plan and execute **database upgrades and patching** • Implement and manage **backup, restore, and disaster recovery** procedures • Monitor database performance, availability, and capacity • Perform **database performance tuning** and optimization • Ensure **database security, access control, and compliance** • Manage **high availability and replication** environments • Troubleshoot and resolve **production database issues** • Support application teams with database-related requirements • Plan and execute **data migration and schema changes** • Maintain database documentation and SOPs • Provide **24x7 support** for critical production systems (if required)
12	**SQL / BI Developers**	4	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **5+ years** of relevant experience in **SQL Development and Business Intelligence (BI)** **Key Skills & Competencies** **SQL & Database Skills**

			• Strong experience in **SQL development** using **MySQL / PostgreSQL / SQL Server / Oracle** • Expertise in writing **complex, optimized SQL queries** • Hands-on experience with **stored procedures, functions, views, and triggers** • Strong knowledge of **database schema design and data modelling** • Experience in **query optimization, indexing, and performance tuning** • Ability to work with **large datasets and high-volume transactional systems** • Knowledge of **data validation, data quality checks, and reconciliation** **Business Intelligence (BI)** • Hands-on experience with **BI tools** such as **Power BI / Tableau / Qlik** • Experience in developing **interactive dashboards and reports** • Strong understanding of **data visualization best practices** • Experience with **data modelling** (Star Schema / Snowflake Schema) • Knowledge of **DAX / Calculated fields / BI expressions** (tool-specific) • Experience implementing **row-level security (RLS)** and role-based access **Data Integration & ETL** • Experience with **ETL processes** and data integration • Ability to perform **data extraction, transformation, and loading** • Experience with **data cleansing, transformation, and validation** • Familiarity with **scheduled data refresh and automation** **Key Responsibilities** • Design, develop, and maintain **SQL queries, views, and database objects** • Develop and maintain **BI dashboards, reports, and visualizations**

			• Analyse business requirements and convert them into **data models and reports** • Optimize SQL queries and BI reports for **performance and scalability** • Ensure **data accuracy, consistency, and integrity** • Implement **security and access controls** in BI solutions • Support **production BI systems** and resolve data-related issues • Collaborate with application, database, and infrastructure teams • Assist in **data migration, validation, and reconciliation** • Prepare **technical documentation and user guides** • Support **UAT, Go-Live, and post-Go-Live operations**
13	**AI / ML Consultants**	2	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics/Electrical] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **5+ years** of relevant experience in **Artificial Intelligence / Machine Learning / Data Science** **Technical Skills** • Strong knowledge of **Machine Learning, Deep Learning, and AI algorithms** • Hands-on experience with **Python** for data analysis and model development • Experience with **ML frameworks**: TensorFlow / PyTorch / Scikit-learn • Strong understanding of **supervised and unsupervised learning techniques** • Experience in **data pre-processing, feature engineering, and model evaluation** • Knowledge of **natural language processing (NLP)**

			and/or **computer vision** (desirable) • Experience with **model deployment** and inference pipelines • Strong knowledge and hands on experience in Large Language Models (LLMs), Retrieval-Augmented Generation (RAG), and multilingual/Indic language NLP including Kannada. • Familiarity with **REST APIs** for AI service integration • Understanding of **data security, privacy, and ethical AI practices** • Experience working with **structured and unstructured data** • Familiarity with **SQL / NoSQL databases** **Key Responsibilities** • Analyse business problems and identify **AI / ML use cases** • Design and develop **AI / ML models and solutions** • Perform **data exploration, pre-processing, and feature engineering** • Train, evaluate, and optimize machine learning models • Deploy models into **production environments** • Integrate AI services with **existing applications and systems** • Monitor model performance and implement **model retraining strategies** • Ensure **data quality, security, and compliance** • Prepare technical documentation, models, and solution architecture • Provide **consulting, advisory, and knowledge transfer** to internal teams • Support pilot projects and proof-of-concept implementations • Stay updated with latest AI / ML trends and technologies

14	**Senior Test Engineer**	4	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **5+ years** of relevant **Software Testing / Quality Assurance** experience **Technical Skills** • Strong experience in **manual and automated software testing** • Experience in **test planning, test case design, and test execution** • Strong knowledge of **SDLC / STLC** and testing methodologies • Experience with **functional, integration, system, and regression testing** • Hands-on experience with **test automation tools** (Selenium / Cypress / Playwright – any one) • Experience with **API testing** (Postman / REST Assured) • Knowledge of **performance testing basics** (JMeter – desirable) • Experience in **defect tracking and test management tools** (JIRA, TestRail, ALM) • Familiarity with **Agile / Scrum** methodologies • Understanding of **security testing basics** and OWASP Top 10 • Experience testing **web and mobile applications** • Strong knowledge of **database testing** using SQL **Key Responsibilities** • Review requirements and prepare **test strategies and test plans** • Design, develop, and execute **test cases and test scenarios** • Perform **manual and automated testing** across

			applications • Develop and maintain **automation test scripts** • Conduct **API testing and integration testing** • Perform **regression testing** for new releases • Identify, log, and track **defects** to closure • Collaborate with developers and product teams to resolve issues • Ensure adherence to **quality standards and best practices** • Support **UAT** and production deployments • Analyse test results and prepare **test reports** • Mentor junior testers and guide QA activities
15	**Test Engineer**	8	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **2+ years** of relevant **Software Testing / Quality Assurance** experience **Technical Skills** • Basic understanding of **software testing concepts and methodologies** • Knowledge of **SDLC / STLC** • Experience in **manual testing** of web and/or mobile applications • Ability to write **test cases, test scenarios, and test data** • Basic knowledge of **functional, integration, and regression testing** • Familiarity with **defect tracking tools** (JIRA, Bugzilla, etc.) • Basic understanding of **API testing** (Postman – desirable) • Basic knowledge of **database testing** using SQL • Awareness of **Agile / Scrum** processes

			• Understanding of **software quality standards** **Key Responsibilities** • Understand requirements and prepare **test cases and test scenarios** • Execute **manual test cases** and record test results • Identify, log, and track **defects** under guidance • Perform **regression testing** for new builds • Support **UAT activities** and release testing • Assist in **test data preparation and environment setup** • Re-test defects and verify fixes • Maintain test artifacts and documentation • Collaborate with developers and senior QA members • Follow testing standards and processes
16	**GIS Engineers/Developers**	4	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] or [B.Sc / M.Sc in Computer Science / Information Technology/GIS] or [Equivalent]. **Experience** Minimum **3+ years** of relevant **GIS Application Development** experience **Technical Skills** • Strong knowledge of **Geographic Information Systems (GIS)** concepts and spatial data • Hands-on experience with **GIS platforms** such as **ArcGIS / QGIS** • Experience in **GIS application development** (Web and/or Desktop) • Python-based spatial analysis (GeoPandas, Rasterio) as desirable • Strong experience with **spatial databases** (PostGIS / Oracle Spatial / SQL Server Spatial)

			• Proficiency in **SQL** and **spatial queries** • Experience with **geospatial data formats** (Shapefile, GeoJSON, KML, GPKG) • Knowledge of **coordinate reference systems (CRS)** and map projections • Experience with **web mapping technologies** (Leaflet / OpenLayers / Mapbox) • Experience in integrating **GIS services** (WMS, WFS, WMTS) • Experience with **RESTful APIs** and GIS service integration • Familiarity with **GIS data processing and analysis** • Experience using **version control systems** (Git) **Key Responsibilities** • Design, develop, and maintain **GIS-based applications** • Develop **web GIS interfaces** and interactive maps • Manage and optimize **spatial databases** • Perform **spatial analysis** and data processing • Integrate GIS services with **enterprise applications** • Ensure accuracy, performance, and security of spatial data • Develop and maintain **GIS layers, services, and metadata** • Support **data migration, validation, and quality checks** • Collaborate with developers, planners, and domain experts • Support **production GIS systems** and resolve issues • Prepare **technical documentation** and user guides • Assist in deployment and maintenance of GIS applications
17	**Business Analysts**	2	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer

			Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **5+ years** of relevant **Business Analysis / Requirement Management** experience **Key Skills & Competencies** • Strong experience in **business requirements gathering and analysis** • Ability to translate business needs into **functional and non-functional requirements** • Experience in preparing **BRD, FRD, SRS, and use-case documents and performing impact analysis of requirements/change requests.** • Strong knowledge of **SDLC** and **Agile / Waterfall** methodologies • Experience working with **technical, functional, and stakeholder teams** • familiarity with India's Digital Personal Data Protection Act (DPDP Act, 2023) and basic AI governance principles, other regulatory compliances with respect to government websites and applications. • Strong analytical and problem-solving skills • Experience in **process mapping and gap analysis** • Proficiency in **documentation and presentation** • Experience in **UAT planning and support** • Familiarity with **data analysis and reporting** • Experience using **tools** such as JIRA, Confluence, MS Visio, Excel **Key Responsibilities** • Engage with stakeholders to **elicit, analyse, and document business requirements** • Prepare and maintain **BRD / FRD / SRS / user stories** • Conduct **workshops, interviews, and requirement review sessions**

			• Perform **process analysis, gap analysis, and impact analysis** • Work closely with development and QA teams to clarify requirements • Support **UAT planning, execution, and sign-off** • Ensure traceability of requirements throughout the project lifecycle • Assist in defining **acceptance criteria** and success metrics • Prepare **project documentation, reports, and presentations** • Support change management and requirement prioritization • Ensure compliance with organizational and regulatory standards
18	**DevOps Engineers**	2	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **4+ years** of relevant **DevOps / Cloud / Infrastructure Automation** experience **Technical Skills** • Strong experience in **Linux system administration** • Hands-on experience with **CI/CD pipelines** (Jenkins / GitLab CI / Azure DevOps) • Experience with **containerization** using **Docker** • Working knowledge of **container orchestration** (Kubernetes) • Experience with **cloud platforms** (AWS / Azure / Government Cloud) • Experience with **Infrastructure as Code (IaC)** tools (Terraform / ARM / CloudFormation) • Strong scripting skills (**Shell / Bash / Python**)

			• Experience with **version control systems** (Git) • Knowledge of **application deployment and release management** • Experience with **monitoring and logging tools** (Prometheus, Grafana, ELK) • Understanding of **networking concepts** (DNS, Load Balancers, Firewalls) • Knowledge of **security best practices** and DevSecOps concepts **Key Responsibilities** • Design, implement, and maintain **CI/CD pipelines** • Automate application build, test, and deployment processes • Manage and maintain **containerized environments** • Deploy and manage applications on **cloud and on-prem infrastructure** • Implement **Infrastructure as Code** and configuration management • Monitor system performance, availability, and reliability • Implement logging, alerting, and incident response procedures • Ensure **security, compliance, and best practices** • Collaborate with development, QA, and security teams • Support **production deployments** and resolve incidents • Optimize infrastructure cost and performance • Prepare **technical documentation and SOPs**
19	**Server Admins**	3	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience**

			Minimum **5+ years** of relevant **Server Administration** experience **Technical Skills** • Strong experience in **Windows Server (2016/2019/2022)** and **Linux (RHEL / Ubuntu / CentOS)** • Hands-on experience in **server installation, configuration, and administration** • Knowledge of **Active Directory, DNS, DHCP, and Group Policies** • Experience in **user access management and role-based access control** • Strong understanding of **server security hardening and patch management** • Experience with **backup and restore solutions** • Knowledge of **virtualization platforms** (VMware / Hyper-V) • Experience in **server monitoring and performance tuning** • Understanding of **networking basics** (TCP/IP, firewall, routing) • Familiarity with **log management and troubleshooting** • Experience using **command-line tools and scripting** (PowerShell / Bash) • Experience with **incident and change management** **Key Responsibilities** • Install, configure, and maintain **Windows and Linux servers** • Manage **Active Directory**, user accounts, and group policies • Perform **server hardening, patching, and security updates** • Monitor server performance, uptime, and capacity • Manage and test **backup and disaster recovery**

			procedures • Troubleshoot and resolve **server-related incidents** • Support application teams with server and OS-level requirements • Maintain server documentation, SOPs, and asset records • Implement and follow **IT policies and compliance standards** • Coordinate with network, security, and storage teams • Support **production environments** and critical systems • Participate in **on-call / 24x7 support** as required
20	**System Admins**	2	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **3+ years** of relevant **System / IT Administration** experience **Technical Skills** • Strong experience in **Windows Server and Linux (RHEL / Ubuntu)** administration • Hands-on experience in **system installation, configuration, and maintenance** • Experience with **Active Directory, DNS, DHCP, and Group Policy** • Knowledge of **user and access management** • Experience in **system monitoring, performance tuning, and capacity planning** • Experience with **backup, restore, and disaster recovery** • Familiarity with **patch management and security updates**

			• Knowledge of **virtualization platforms** (VMware / Hyper-V) • Understanding of **storage systems** (SAN / NAS) • Basic understanding of **networking concepts** (TCP/IP, Firewalls) • Familiarity with **system security and hardening practices** • Experience using **monitoring and logging tools** **Key Responsibilities** • Install, configure, and maintain **Windows and Linux systems** • Monitor system performance, availability, and reliability • Manage **user accounts, permissions, and access controls** • Perform **system patching and security updates** • Plan and execute **backup and recovery** operations • Troubleshoot and resolve **system-level issues** • Support application deployments and infrastructure changes • Maintain system documentation, SOPs, and asset records • Coordinate with network, server, and security teams • Ensure compliance with **IT policies and security standards** • Provide **production support** as required
21	**Network Specialist**	1	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **6+ years** of relevant experience in **Network Engineering / Network Operations / Network Security**

			Key Skills & Competencies • Strong expertise in **LAN / WAN / WLAN** design, implementation, and operations • Hands-on experience with **routing and switching** (TCP/IP, VLAN, STP, OSPF, BGP) • Experience managing **enterprise-grade routers and switches** • Strong knowledge of **IP addressing, subnetting, and network segmentation** • Experience in **network performance tuning and capacity planning** • Hands-on experience with **enterprise firewalls** (FortiGate / Cisco / Palo Alto / Check Point – any one) • Strong knowledge of **network security concepts** (ACLs, NAT, VPN, IPS/IDS) • Experience implementing and managing **IPSec / SSL VPNs** • Understanding of **network threat vectors and mitigation techniques** • Familiarity with **security standards and best practices** • Experience with **network monitoring and troubleshooting tools** • Ability to perform **packet analysis and root cause analysis** • Experience managing **high availability (HA) and redundancy** configurations • Familiarity with **change management and incident management** processes • Strong documentation skills (network diagrams, SOPs) **Key Responsibilities** • Design, implement, and maintain **enterprise network infrastructure** • Manage and troubleshoot **LAN, WAN, WLAN, and internet connectivity** • Configure and maintain **routers, switches, firewalls, and VPNs** • Monitor network performance, availability, and security • Perform **network upgrades, migrations, and**

			optimizations • Troubleshoot complex network issues and perform **root cause analysis** • Coordinate with ISPs, OEMs, and service providers • Implement and enforce **network security policies** • Ensure **high availability and reliability** of network services • Maintain **network documentation, configurations, and SOPs** • Support **production and on-call network operations** • Mentor junior network engineers as required
22	**Senior Network Engineer**	1	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **5+ years** of relevant **Network Engineering / Network Operations** experience **Technical Skills** • Strong expertise in **LAN / WAN / WLAN network design and operations** • Hands-on experience with **routing and switching** (TCP/IP, VLAN, STP, OSPF, BGP) • Experience managing **enterprise firewalls** (FortiGate / Sophos/ Check Point / Palo Alto – any one) • Strong knowledge of **network security** (VPN, IPS/IDS, ACLs, NAT) • Experience with **load balancers** and traffic management • Hands-on experience with **network monitoring and troubleshooting tools** • Experience in **network performance tuning and capacity planning** • Knowledge of **high availability (HA) and**

			redundancy configurations • Experience with **SD-WAN** (desirable) • Familiarity with **network documentation and diagrams** • Understanding of **IT security standards and best practices** **Key Responsibilities** • Design, implement, and maintain **enterprise network infrastructure** • Manage and troubleshoot **LAN, WAN, WLAN**, and internet connectivity • Configure and maintain **routers, switches, firewalls, and load balancers** • Implement and manage **network security policies** • Monitor network performance, availability, and reliability • Perform **network upgrades, patching, and changes** • Troubleshoot complex network issues and perform root cause analysis • Coordinate with ISPs, vendors, and internal teams • Ensure compliance with **security and governance standards** • Prepare and maintain **network documentation, SOPs, and diagrams** • Support **24x7 network operations** as required • Mentor junior network engineers
	Network Engineer	2	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **3+ years** of relevant **Network Engineering /**

			Network Operations experience **Technical Skills** • Strong knowledge of **computer networking fundamentals** (TCP/IP, OSI model) • Hands-on experience with **LAN / WAN / WLAN** networks • Experience in **routing and switching** (VLANs, STP, static routing, OSPF – basic) • Hands-on experience with **network devices** (routers, switches) • Working knowledge of **firewalls** and security policies • Experience with **VPN technologies** (IPSec / SSL VPN – basic) • Knowledge of **network security concepts** (ACLs, NAT, basic IPS/IDS) • Experience using **network monitoring and troubleshooting tools** • Strong understanding of **IP addressing and subnetting** • Familiarity with **network documentation and diagrams** • Basic knowledge of **high availability and redundancy** concepts **Key Responsibilities** • Configure, monitor, and maintain **enterprise network infrastructure** • Troubleshoot and resolve **network connectivity and performance issues** • Manage **LAN, WAN, WLAN**, and internet links • Assist in firewall rule implementation and VPN management • Monitor network health and take preventive actions • Coordinate with ISPs and vendors for issue resolution • Implement network changes and upgrades as per SOPs

			• Maintain **network documentation, configurations, and asset records** • Ensure adherence to **network security policies** • Provide **production and on-call network support** as required
23	**Cyber Security Specialist**	1	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **6+ years** of relevant experience in **Cyber Security**, including **VAPT and SOC operations** **Key Skills & Competencies** • Hands-on experience in **Security Operations Center (SOC)** activities • Experience with **24x7 security monitoring**, alert analysis, and incident response • Strong experience with **SIEM tools** (Splunk / QRadar / FortiAnalyzer / ArcSight – any one) • Experience in **log correlation, threat detection, and alert tuning** • Understanding of **incident response lifecycle** and escalation procedures • Strong experience in **Vulnerability Assessment and Penetration Testing** • Hands-on experience with **VAPT tools** (Nessus, Qualys, OpenVAS, Burp Suite, Metasploit, Nmap, etc.) • Experience in **network, web application, API, and infrastructure VAPT** • Ability to analyze vulnerabilities and provide **risk-based remediation recommendations** • Experience preparing **VAPT reports** and presenting findings to stakeholders • Strong understanding of **network security** (firewalls, IPS/IDS, VPNs) • Experience with **endpoint security, EDR/XDR**

			• Knowledge of **web and application security** and **OWASP Top 10** • Familiarity with **cloud security** concepts (AWS / Azure – desirable) • Understanding of **identity and access management (IAM)** • Knowledge of **encryption, certificates, and PKI** • Experience with **security policies, SOPs, and compliance requirements** • Familiarity with **ISO 27001, CERT-In, and government security guidelines** • Experience supporting **security audits and compliance assessments** **Key Responsibilities** • Monitor and analyze security events as part of **SOC operations** • Detect, investigate, and respond to **security incidents** • Perform **VAPT activities** across applications, infrastructure, and networks • Prepare and submit **VAPT reports** with clear risk ratings and remediation plans • Coordinate with IT, network, and application teams for **vulnerability remediation** • Tune SIEM rules and improve **threat detection capabilities** • Conduct **root cause analysis** for security incidents • Ensure compliance with **security policies and regulatory requirements** • Support **security audits, CERT-In reporting, and compliance activities** • Maintain security documentation, SOPs, and incident records • Support **security awareness and best practice initiatives** • Provide **on-call / 24x7 support** for critical security incidents as required
24	**Cyber Security Analyst**	1	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications]

			or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent]. **Experience** Minimum **4+ years** of relevant experience in **Network Operations, Network Security, or Information Security** **Technical Skills** • Strong understanding of **LAN / WAN / WLAN** and TCP/IP networking • Hands-on experience with **firewalls** (FortiGate / Cisco / Palo Alto – any one) • Experience with **network security controls** (ACLs, NAT, VPN, IPS/IDS) • Knowledge of **security monitoring and log analysis** • Experience with **SIEM tools** (FortiAnalyzer / Splunk / QRadar – any one) • Understanding of **network threats, vulnerabilities, and attack vectors** • Experience in **incident detection, analysis, and response** • Knowledge of **network traffic analysis** and packet inspection • Familiarity with **security policies, standards, and best practices** • Experience with **network monitoring tools** (SNMP, NetFlow, etc.) • Basic knowledge of **Linux / Windows Server** • Understanding of **authentication & authorization mechanisms** • Awareness of **OWASP Top 10** and general cyber security concepts • Familiarity with **patch management and system hardening** **Key Responsibilities** • Monitor network and security events to identify **anomalies and threats** • Analyse logs, alerts, and traffic to detect **security**

			incidents • Configure and manage **firewalls, VPNs, and security policies** • Perform **network and security troubleshooting** • Investigate incidents and perform **root cause analysis** • Support **incident response and remediation activities** • Coordinate with network, server, and application teams • Assist in **vulnerability assessment and risk mitigation** • Ensure compliance with **security policies and regulatory requirements** • Maintain **security documentation, reports, and SOPs** • Support audits and security reviews • Provide **on-call / production security support** as required
25	**Application Support Engineers**	10	**Educational Qualification** [B.Tech / B.E/ M.Tech in Computer Science / Information Technology/Electronics] or [Bachelor's in Computer Applications/Master of Computer Applications] **or [B.Sc / M.Sc in Computer Science / Information Technology] or [Equivalent].** **Experience** Minimum **2+ years** of relevant experience in **Application Support / Production Support** **Key Skills & Competencies** • Experience in **application support and maintenance** for web and/or mobile applications • Ability to provide **L1 / L2 support** and incident resolution • Experience in **production issue analysis and troubleshooting** • Knowledge of **application deployment and release support** • Familiarity with **ticketing systems** and support workflows

			• Basic understanding of **web technologies** (HTTP/HTTPS, APIs) • Experience working with **application logs** and monitoring tools • Basic knowledge of **databases** (MySQL / PostgreSQL / SQL Server) • Ability to write **basic SQL queries** for data validation and issue analysis • Familiarity with **Linux / Windows Server** environments • Understanding of **application security basics** and access control • Ability to coordinate with **development, QA, infrastructure, and network teams** • Understanding of **incident, problem, and change management** processes • Good documentation and communication skills **Key Responsibilities** • Provide **L1 / L2 application support** for production systems • Monitor applications and respond to **incidents and alerts** • Analyse application logs and identify root causes of issues • Resolve application issues or escalate to development teams • Support **application deployments, patches, and upgrades** • Perform **data validation and issue analysis** using SQL • Maintain and update **incident records and support documentation** • Coordinate with internal teams for timely issue resolution • Ensure adherence to **SLA and support processes** • Support **UAT and Go-Live activities** • Participate in **on-call / shift-based support** as required
TOTAL		**92**	

Annexure-2
Prequalification Form (General Information of the Bidder)

The Bidder shall furnish details on the following lines:

SL. No	Pre-Qualification Requirement	Details / Response	Supporting Documents
1	Name of the Bidder / Company		
2	Name of the Contact Person		
3	Contact's Designation		
4	Email		
5	Type of Organization (Company / Partnership / Others)		Certificate of Incorporation / Partnership Deed
6	The Bidder must be a company registered under the Indian Companies Act or the Registered Partnership Act.		Certificate of Incorporation / Partnership Deed
7	Registered Office Address		
8	The Bidder should have been in operation for at least 10 years as of 01/09/2025		Evidenced by Certificate of Incorporation and Certificate of Commencement of Business issued by Registrar of Companies, India/Partnership Deed.
9	The Bidder should have an operational office located in Bengaluru, Karnataka.		Address Proof / Lease Agreement / Utility Bill
10	Contact Person Name & Designation (Authorized Signatory)		
11	Contact Details (Phone / Email) (Authorized Signatory)		
12	The Bidder should have a minimum of 500 total resources		HR Records / EPF Returns / Statutory Compliance Proof
13	300 IT-skilled resources on their payroll.		HR Records / EPF Returns / Statutory Compliance Proof
14	Years in Operation as of 01.02.2026		Certificate of Incorporation / Commencement of Business
15	The Bidder should be an IT Service Provider and/or IT Consulting Service provider and/or in the business of providing IT consultancy and support services.		Self-declaration & Brief Company Profile
16	The Bidder should be registered		GST Registration Certificate

	under GST.		
17	The Bidder should have SEI-CMMI Level 5 Certification or above		Valid Certificate GBA reserves the right to verify the genuineness of the certificates from the relevant authority / websites.
18	ISO Certifications (ISO 27001 / ISO 9001)		Valid Certificate
19	The Bidder should not be a defaulter or blacklisted in respect of any tender or contract in Government Departments, Authorities, PSUs, or Companies.		Self-declaration certificate
20	Consortiums and sub-contracting/outsourcing shall not be permitted. Such bidders will not be eligible to participate.		Self-declaration certificate
21	Declaration format for ineligibility for corrupt or fraudulent practices (Annexure 8)		Annexure 8 has to signed by the Authorised signatory
22	Undertaking for setting up the local office in Karnataka (Annexure 9)		Annexure 9 has to signed by the Authorised signatory
23	Power of Attorney to Authorize Signatory (Annexure 10)		Annexure 10 has to signed by the Authorised signatory

Declaration by Bidder

I/We, the undersigned, hereby certify that the information provided above and the supporting documents attached are true and correct to the best of my/our knowledge. I/We understand that any false information or misrepresentation may lead to disqualification of our bid.

Authorized Signatory

Name: _____

Designation: _____

Company Seal: _____

Date: _____

Annexure-3
Technical Qualification Form
(bid details / Turnover) update table

S.No	Technical-Qualification Requirement	Supporting Documents
1	The Bidder should have annual turnover of at least INR 50 Crores in each of the last three financial years (2023-24, 2024-25, 2025-26). CA certified and audited turnover for 2025-26 will also be accepted. It is also allowed to furnish the turnover for the financial year 2022-23 instead of the year 2025-26. Turnover information furnished here should be as per the balance sheet and profit & loss account submitted to ROC and acknowledged by ROC.	CA certified and audited turnover are accepted only.
2	Turnover from IT consultancy/ IT services / IT Manpower Supply/ IT Support Services should be minimum INR 25 Cr in each of the last three financial years (2023-24, 2024-25, 2025-26. 2022-23 turnover is also accepted instead of the year 2025-26 if not available)	CA certified and audited turnover are accepted only.
3	The Bidder should have satisfactorily executed a minimum of four (4) consultancy and/or end-to-end delivery manpower projects for the Government of Karnataka, any other State Government, Government of India, or Public Sector Undertakings (PSUs). Out of these, at least two (2) projects must have been executed for the Government of Karnataka. Qualifying projects shall pertain to I.T. manpower delivery, wherein skilled personnel were deployed for I.T. project development teams, and shall be similar in nature to the scope envisaged under this RFP. For the purpose of evaluation, multiple work orders issued by the same client for the same manpower engagement shall be treated as a single project, and extensions or renewals in the duration of the engagement (including the addition of resources or continuation of services) shall be considered as continuous delivery under the same project.	Work Order and satisfactory performance certificate by customer/Statutory auditor
4.	The Bidder should have successfully executed at least two (2) projects involving the deployment of a minimum of fifty (50 nos) I.T. technical manpower resources for a continuous period of at least one (1) year to any State Government, Central Government, or Public Sector Undertaking (PSU) within the last seven (7) years. Each such project should have a total contract	Work Order and satisfactory performance certificate by customer/Statutory auditor

	value of ₹5 Crores (INR Five Crores) or more. The deployed manpower shall pertain to technical roles comparable to the scope of this RFP. Each qualifying project shall include at least four (4) of the following six (6) resource categories: 1. Software Developers 2. Software Testers 3. Database Administrators 4. Team Leads 5. System Administrators 6. Technical Support	

Signature & Seal of Authorized Signatory

Note: The Particulars of Turnover in Annexure 3 has to be certified by company auditor or Company authorized signatory. Please attach audited balance sheets for the accounting years of 2023-24, 2024-25, 2025-26. 2022-23 audited balance sheets will considered if audited balance sheets of 2025-26 not available.

Bidders submission

The bidder shall clearly detail as part of the pre-qualification cum technical bid the strategy to provide various services as per this RFP. Bidder should also indicate what type of backend support would be provided by the vendor to provide a particular service through the skilled manpower/experts.

Annexure-4
Commercial Bid Format

SL. No.	Description	Amount (in INR)	Remarks
1	**Performance Bank Guarantee (PBG)** to be kept with GBA.	Rs _____	Must be valid for the contract duration plus 3-months and renewable

Note:

1. The bidder offering the **Highest PBG Amount** shall be selected as the successful bidder.
2. The value of the Bid is pegged at Rs 13.8 Crores per year and minimum performance bank guarantee allowed is 10% which translates into Rs.1.38 Crores. Any bid less than this shall be rejected.

Declaration by the Bidder

We hereby submit the Commercial Bid in accordance with the terms and conditions of the RFP. We agree that our bid shall be evaluated solely based on the **Performance Bank Guarantee (PBG)** amount offered above. We undertake to provide the PBG in the specified format within the stipulated time upon selection.

Authorized Signatory: _____
Name: _____
Designation: _____
Seal of Bidder:
Date: _____

Annexure-5
Performance Bank Guarantee

Ref. No. Bank Guarantee No

Dated

To,
Deputy Commissioner-IT
Greater Bengaluru Authority
Head Office, Annex-2 Building,
2nd Floor, NR Square
Bangalore – 560 002

1. Against contract vide Advance Acceptance of the Tender covering "Tender for Provide I.T Manpower to GBA" (hereinafter called the said 'contract') entered into between the Department of GBA, (hereinafter called the Purchaser) and _____ (hereinafter called the Bidder) this is to certify that at the request of the Bidder we _____ Bank Ltd., are holding in trust in favor of the Purchaser, the amount of _____ (write the sum here in words) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Bidder of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.

2. We _____ Bank Ltd, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by the Bidder i.e. till _____ hereinafter called the said date and that if any claim accrues or arises against us _____ Bank Ltd, by virtue of this guarantee before the said date, the same shall be enforceable against us _____ Bank Ltd, notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us _____ Bank Ltd, by the Purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.

3. It is fully understood that this guarantee is effective from the date of the said contract and that we _____ Bank Ltd, undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.

4. We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.

5. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.

6. We _____ Bank Ltd, further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we, _____
Bank Ltd., shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by the Purchaser to the said Bidder or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.

7. This guarantee will not be discharged due to the change in the constitution of the Bank or the Bidder.

WITNESS NO. 1

(Signature)

Full name and official
Address (in legible letters)

WITNESS NO. 2

Full name and official
Address (in legible letters)

Authorized Bank Representative

(Signature)

Full name, designation and
address (in legible letters)
with Bank stamp

Attorney as per power of
Dated…….

Annexure-6
Master Service Agreement

This Agreement is made on this ___ day of _____, 2025, at Bengaluru, Karnataka

BY AND BETWEEN

The Special Commissioner-IT, GBA **Karnataka**, having its office at _____ (hereinafter referred to as **"GBA"** or the **First Party**, which expression shall, unless repugnant to the context or meaning thereof, include its successors and assigns)

AND

M/s. [Name of the Successful Bidder], a [Legal Status of Company] having its registered office at [Registered Address], through its authorized signatory Mr./Ms. [Name], (hereinafter referred to as **"Manpower Agency"** or the **Second Party**, which expression shall, unless repugnant to the context or meaning thereof, include its successors and permitted assigns)

WHEREAS

1. GBA floated a Request for Proposal (RFP) for engagement of a manpower agency for providing IT skilled manpower for supporting the implementation of various software, programs, and schemes of the department.
2. The Manpower Agency was selected as the successful bidder through the due bidding process and has agreed to provide manpower services on the terms and conditions set forth in the RFP and as further agreed under this Agreement.

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. Scope of Work

1. GBA requires the services of a manpower agency for providing the services of 92 I.T skilled manpower (Annexure-1). The resources will work in GBA for implementation of various software / programs / schemes of Department of GBA. This will become the Technical IT Wing of the Department of GBA, IT Cell.
2. The Manpower Agency shall be obligated to submit a minimum of Five (5) CVs for Group A and B designation and 3 CV's for the Group C designation per position, ensuring that all proposed candidates strictly meet the prescribed Job Description and Minimum Qualification criteria, based on which GBA through a suitable Expert Team shall conduct interviews and finalize the selection of resources. In case of rejection of the proposed candidates by the Department, the Bid Winner is fully obligated to provide such additional number of resources and developers until the developers and resources are finally accepted by the Department. Mere offering of the candidates does not meet the requirement of the Scope of Work and it is the final acceptance of the resources and their deployment which is the obligation cast upon the bid winner.
3. The bid winner shall place the resource within 30 days of the date of placement of specific indent for the resource of specified qualification, skill and experience.
4. The Manpower Agency shall be entitled to fixed Service Charges at the rate of fifteen percent (15%) of the monthly payment actually made towards the deployed

resources on their Cost to Company (CTC). The said Service Charges shall be exclusive of all applicable taxes and statutory dues payable to the Government.

5. GBA has the authority to reduce or increase the no of resources to the extent of maximum 25% based on the actual requirement of resources. Further GBA may ask for resources with specific qualifications, work experience as part of the deliverable within the overall required number of the resources that the bid winner is required to provide and may also suggest the resources who meet the department requirement and approved by the Expert Committee, to be provided in this regard.
6. HRMS Tool Requirement : The selected Bidder shall provide an HRMS tool with a perpetual license if asked by the GBA. The tool must include the following capabilities:
   (i) Capturing and maintaining records of attendance, leave, and working hours for all deployed resources.
   (ii) Generating attendance statistics to monitor adherence to contractual obligations.
   (iii) Automatically verifying and calculating SLA violations based on recorded data.
   (iv) Offering customization options to align with the specific requirements of GBA.
   (v) Generating ad-hoc reports as and when required by GBA.
   (vi) Seamless integration with the biometric system.

Centralized employee information management including personal, professional, and compliance records.

2. Payment Terms

1 GBA shall pay the monthly remuneration of the actually deployed manpower as agreed upon for each resource based on their qualifications and experience.
2 The Manpower Agency shall be paid a fixed Service Charge @ 15% on the actual monthly payment made towards the salaries of the deployed resources.
3 The Service Charges mentioned above shall be exclusive of applicable taxes such as GST and statutory dues payable to the government.

3. Duration and Termination

1 This Agreement shall remain in force for a period of 5 years from the date of signing unless terminated earlier under the provisions of this Agreement.
2 Either party may terminate the agreement by giving 30 days' written notice with valid reasons.
3 GBA may at its discretion terminate the contract and also confiscate the PBG in the following situations –
   a) If the Bidder / selected Bidder in the judgment of GBA has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
   b) If the resource is found to do illegal activities, he / she will be punished as per the law & vendor may also be made responsible for any such misconduct or act of resource.

4. Responsibilities of the Manpower Agency

1 Ensure that all resources provided meet the qualifications, experience, and skills as specified by GBA.
2 Maintain statutory compliance with applicable labor laws, tax laws, and regulations concerning deployment and salary disbursement.
3 Replace any deployed resource who is found unsuitable or is not performing satisfactorily within 15 days of notice by GBA.
4 Bear the responsibility for all employer obligations such as PF, ESI, TDS, gratuity, bonus, etc., as per applicable laws.

5. Confidentiality and Code of Conduct

1 All information, data, and documentation accessed by the deployed manpower in the course of their duties shall be treated as confidential.
2 The deployed personnel shall adhere to the rules and discipline of the GBA and maintain professional conduct.

6. Dispute Resolution

If any dispute arises between Special Commissioner IT, GBA of any other authorized representative directed by GBA, and the Supplying Agency in connection with, or arising out of, the agreement or RFP or the execution of the Project; the matter in dispute which cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party's request for such amicable settlement shall, in the first place, be referred to the Additional Chief Secretary/Principal Secretary/Secretary Urban Development department. Either party may refer a dispute to the Additional Chief Secretary/Principal Secretary/Secretary Urban Development department, who shall give a decision in writing within 30 days of reference of dispute. The decision of the Additional Chief Secretary/Principal Secretary/Secretary Urban Development department shall be final.
The courts at Bengaluru, Karnataka shall have exclusive jurisdiction over all matters arising under this contract.

7. Miscellaneous

This Agreement, together with every part of this RFP and any new Corrigendum, shall be deemed an integral part of the Master Agreement

IN WITNESS WHEREOF, the parties hereto have set their hands on the day, month, and year first above written.

For and on behalf of

Department of GBA
(Signature)
Name:
Designation:

For and on behalf of

M/s. [Name of Manpower Agency]
(Signature)
Name:
Designation:

Annexure-7
Non-Disclosure Agreement

[The Non-Disclosure Agreement needs to be signed by a person duly authorized by the selected Service Provider. A copy of the authorization by the Service Provider (copy of Board resolution or Power of attorney) should be provided along with the Non-Disclosure Agreement]

Non-Disclosure Agreement

This AGREEMENT (hereinafter called the "Agreement") is made on the [day] day of the month of [month],[year], between, Department of GBA, on the one hand, (hereinafter called the "Purchaser") and, on the other hand, [Name of the Service Provider] (hereinafter called the "Operator") having its registered office at [Address]
WHEREAS

a. the "Purchaser" has issued a public notice inviting various organizations to..... [Name of the Project] for Department of GBA (hereinafter called the "Project") of the Purchaser;
b. the Operator, having represented to the "Purchaser" that has been selected after the evaluation in the proposed Project.

The Purchaser and the Operator agree as follows:

1. The Operator to whom this Information (any information that is provided or obtained during the execution of contract) is provided/disclosed/obtained shall:

a. Hold such Information in confidence with the same degree of care with which the Operator protects its own confidential and proprietary information.
b. Restrict disclosure of the Information solely to its employees, agents, and contractors with a need to know such Information and advice those persons of their obligations hereunder with respect to such Information.
c. Use the Information only as needed for the purpose of execution for the Project.
d. Except for the purpose of execution of the Project, not copy or otherwise duplicate such Information or knowingly allow anyone else to copy or otherwise duplicate such Information; and
e. Undertake to document the number of copies it makes on completion of the Contract and in case unsuccessful, promptly return to the Purchaser, all Information in a tangible form or certify to the Purchaser that it has destroyed such Information.

2. The Agreement shall apply to all Information relating to the Project disclosed by the Purchaser to the Bidder under this Agreement.

3. Nothing contained in this Agreement shall be construed as granting or conferring rights of license or otherwise, to the Operator, in any of the Information.

4. This Agreement shall benefit and be binding upon the Purchaser and the Bidder and their respective subsidiaries, affiliates, successors, and assigns.

5. This Agreement shall be governed by and construed in accordance with the Indian laws.

6. The Operator shall have no obligation to preserve the confidential or proprietary nature of any Information which:

a. Was previously known to the Operator free of any obligation to keep it confidential at the time of its disclosure as evidenced by the Bidder's written records prepared prior to such disclosure; or
b. Is or becomes publicly known through no wrongful act of the Operator; or
c. Is independently developed by an employee, agent or contractor of the Operator not associated with the Project and who did not have any direct or indirect access to the Information.

For and on behalf of the Bidder___
(Signature)_____

(Name of the Authorized Signatory)
Date

Annexure-8
Declaration format for ineligibility for corrupt or fraudulent practices

[To Be Furnished on the Letterhead of the Bidder]

{Place}

{Date}

To,
Deputy Commissioner -IT
Greater Bengaluru Authority
Head Office, Annex-2 Building,
2nd Floor, NR Square
Bangalore – 560 002

Ref: RFP Notification no <xxxx> dated <dd/mm/yy>

Subject: Self Declaration of not been blacklisted in response to the ____ (RFP Name) Ref. No **<xxx>>.**

Dear Sir,

We confirm that our company, _____, is not blacklisted in any manner whatsoever by any of the State and/or Central Government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice.

Thanking you.

Yours Faithfully,

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Annexure-9
Undertaking for setting up the local office in Karnataka
[To Be Furnished on the Letterhead of the Bidder]

{Place}

{Date}

To,
Deputy Commissioner -IT
Greater Bengaluru Authority
Head Office, Annex-2 Building,
2nd Floor, NR Square
Bangalore – 560 002

Sub: Declaration for setting up a local office in Karnataka

Sir,

I, <Name>, <Designation> authorized representative of <Name of the Bidder>, hereby solemnly confirm that the Company is a registered office in <Address>. I hereby declare that we do not have local office in Karnataka. However, we agree to set up a local office in the State of Karnataka in the event of being declared the successful bidder within 1 month from the Date of signing of the Contract.

In the event of not setting up a local office within 1 month, DS & R reserves the right to Terminate the Contract without any compensation to the Company.

Thanking you.

Yours Faithfully,

Bidder's Company Seal:

Authorized Signatory's Signature:

Authorized Signatory's Name and Designation:

Annexure-10
Power of Attorney to Authorize Signatory
(to be executed on a Stamp Paper of appropriate value)

We, M/s._____ (name of the firm or company with address of the registered office) hereby constitute, appoint and authorize Mr. or Ms._____ (Name and residential address) who is presently employed with us and holding the position of _____, as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to the RFP for the Project _____ (name of the Project), including signing and submission of the RFP response, participating in the meetings, responding to queries, submission of information or documents and generally to represent us in all the dealings with Client or any other Government Agency or any person, in connection with the works, including signing of all Agreements with _____ (Client) in relation to the said RFP and thereafter till the expiry of the Agreement. We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this power of attorney and that all acts, deeds, and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

(Dated this the _____ day of _____ 2026

(Signature and Name of authorized signatory)

_____

(Signature and Name in block letters of all the remaining partners of the firm Signatory for the Company)

Seal of firm Company

Witness 1: Witness 2:

Note:

- To be executed by all the members individually.
- Members can also submit Board Resolution

The Mode of execution of the power of attorney should be in accordance with the procedure, if any laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.

Annexure-11
Undertaking on Non-Approachability by the deployed Manpower for Employment with GBA
[To Be Furnished on the Letterhead of the Bidder]

This is to certify that any resource of << COMPANY NAME >> deployed in this project shall not at any point of time during the contract period of this project, neither ask for a permanent position for employment with any of the offices of GBA nor engage with any agency for getting this activity done.

Authorized Signatory

Name and Signature of deployed Resource:

Bidder Name:

Date

Place